

**DOCKET INDEX**  
**DEHAAN VS. QUESTAR GAS COMPANY**  
**FORMAL COMPLAINT**

<b>DOCKET#</b> 08-057-10	<b>In the Matter:</b> the Formal Complaint of DeHaan vs. Questar Gas Company	56848
<b>Date</b>	<b>Description</b>	<b>GW#</b>
April 1, 2008	Formal Complaint  * Exhibit A	f:h:c\08-057- 10\040108fc f:h:c\08-057- 10\041008 fcEXa.pdf
April 1, 2008	Action Request, Due: May 1, 2008	56847

# ACTION REQUEST

Date: April 1, 2008

FROM: Public Service Commission

Due: 05/01/08

SUBJECT: Formal Complaint of DeHaan vs. Questar: 08-057-10

\_\_\_\_\_  
(Company Name, Case Number, etc.)

This is a request for the Division to conduct:

\_\_\_\_\_ Review Tariff Compliance

\_\_\_\_\_ Analysis of Complaint

\_\_\_\_\_ Investigation

  X   Other

## EXPLANATION AND STATEMENT OF ISSUES TO BE ADDRESSED

\_\_\_\_\_  
04/01/08

08-057-10

(1) FORMAL COMPLAINT In the Matter of the Formal Complaint of DeHaan vs. Questar Gas Company

08-057-10

UTAH PUBLIC  
SERVICE COMMISSION

## COMPLAINT FORM

RECEIVED  
DIVISION OF  
UTILITIES

2008 APR -1 A 11:36

PUBLIC SERVICE COMMISSION  
Heber M. Wells State Office Building  
160 East 300 South, Fourth Floor  
Box 45585  
Salt Lake City, Utah 84145

2008 APR -1 A 7:43

RECEIVED

1. Name of Complainant: [REDACTED]

Address: [REDACTED]

Telephone No.: [REDACTED]

The utility being complained against is: QUESTAR2. What did the utility do which you (the Complainant) think is illegal, unjust, or improper? Include exact dates, times, locations and persons involved, as closely as you can. QUESTAR GAS SET UP A RADIOTRANSPONDER TO REPORT GAS USE - IT WAS DEFECTIVE AND THEY  
DIDN'T CATCH IT FOR 4 YEARS - NOW THEY WANT TO CHARGE  
US FOR THE BACK USE OF NATURAL GAS - THEIR MISTAKE - NOT  
CLOSE ENOUGH MONITORING - THEY WANT US TO PAY FOR THEIR MISTAKES -3. Why do you (the Complainant) think these activities are illegal, unjust or improper? THE GAS CO CAME  
UP WITH THE PROGRAM AND IT WAS MANDATORY. WE WEREN'T GIVEN  
A CHANCE TO RESPOND - WE HAVE A THERAPY POOL FOR MY WIFE'S HEALTH  
AND IT IS HEATED 24 HRS A DAY 7 DAYS A WEEK - WE COULD HAVE TURNED  
IT OFF (WHICH WE NOW HAVE DONE) AND SAVED PROBABLY 1/2 OF OUR TOTAL BILL.  
OR MORE.

4. What relief does the Complainant request?

WE FEEL THAT THE CHARGE IS UNJUST - WE WOULD  
HAVE CUT OUR USE AT LEAST IN HALF AND NOT USED  
THAT GAS IF WE HAD KNOWN OR BEEN NOTIFIED OR  
EVEN SEEN OUR BILL RISING - ELIMINATE THE \$1865.54 DEBIT.  
(SEE ATTACHED BILL)

5. Signature of Complainant: [REDACTED]

Dated: 3-30-08

**QUESTAR****Gas**

Thank you for your patronage. Your prompt payment assists us in providing our customers with high-quality natural gas service.



Account: [REDACTED]

Page 1 of 1

**Account Summary** as of: March 25, 2008

Previous Balance Due - 03/14/2008	67.00
Payment Received - 3/4/2008	-67.00
Payment Received - 3/20/2008	-67.00
<b>Current Charges - Gas Service (Budget)</b>	<b>224.00</b>

<b>Total Amount Due Upon Receipt</b>	<b>\$ 157.00</b>
--------------------------------------	------------------

1% monthly interest (12% annually) charged on balance on or after 04/16/2008.

Service Address: [REDACTED]

7.553587 0.017206 743.240000 799.500000

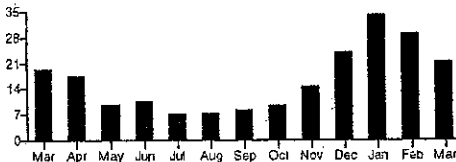
**Residential Gas Service UTGS1 Rate**

Service Agreement: [REDACTED]

Comparison	Last Year	This Year
Decatherms/Day	0.69	0.65
Dollars/Day	\$6.71	\$5.55

DTH

Usage History

**Service from 2/22/2008 - 3/25/2008**

Charge for Gas Used (Avg cost per DTH \$ (7.56526))	161.14
Basic Service Fee Total	5.00
Utah Sales Tax (4.15%)	6.89
Municipal Energy Tax (6%)(South Jordan)	9.97
Current Gas Billing	183.00
<b>Current Charge (Budget Amount)</b>	<b>\$ 224.00</b>

(Budget Plan Balance: \$1865.84 Debit)

Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference		Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading					
[REDACTED]	3/25/2008	459	2/21/2008	228	33	231	CCF	0.092251	21.3

In an effort to keep our budget plan customers on an accurate monthly payment schedule, installment amounts are periodically reviewed. As a result, your budget installment has been changed.

**Helping the Elderly and those with Disabilities**

We're working with the American Red Cross to help elderly and disabled people with low income pay their gas bills. The nonprofit program is called REACH (Residential Energy Assistance through Community Help).

You can sign up to make ongoing charitable contributions to REACH by filling in any dollar amount on the return portion of your gas bill stub. Once you are signed up, we'll bill you that amount **each month** to help qualified elderly or disabled individuals pay for heat. Thanks for your generosity.

Questions, comments or mailing address corrections?  
Call Questar Gas weekdays 7am-7pm (see back of page for details) or visit our Web site: [www.questargas.com](http://www.questargas.com)

Please write your account number on your check and return this portion with your payment.

**QUESTAR**  
Gas

Account	Current Charges Past Due After	Total Amount Due	Amount Enclosed
[REDACTED]	4/16/2008	\$157.00	

Questar Gas Company  
PO Box 45841  
Salt Lake City, UT 84139-0001



#BWNJBK\*\*\*AUTO\*\*5-DIGIT 84095  
000013675 01 AV 0.312

Sign me up for a monthly  
REACH donation of: \$ \_\_\_\_\_

# INFORMAL COMPLAINT

Complaint #

1174

New



Add Company

Utility Company Questar Gas

## CUSTOMER INFORMATION

Customer Name:

[REDACTED]

Phone Number:

[REDACTED]

Other Contact Info:

[REDACTED]

Other Phone:

[REDACTED]

Account Number:

[REDACTED]

Email Address:

[REDACTED]

Customer Address:

[REDACTED]

OK to Release:

☐

Customer Address:

[REDACTED]

City:

[REDACTED]

State:

[REDACTED]

Zip Code:

[REDACTED]

## COMPLAINT INFORMATION

Complaint Type: Meter Problems / Reads

Date Received

3 / 11 / 2008

Date Closed:

3 / 18 / 2008

Complaint Received By: Rea

[REDACTED]

DPU Analyst Assigned:

[REDACTED]

Utility Company Analyst:

[REDACTED]

Company at Fault:

☐

Complaint Description:

Actual Slam Case:

☐

Actual Cram Case:

☐

[REDACTED] stated he received a letter advising him that the transponder on his gas meter was not working. He was billed an additional \$1600. His equal pay went from \$67 per month to \$244 per month. [REDACTED] does not feel this is his fault, yet he is being penalized.

### Complaint Response:

March 18, 2008

RE: Complaint filed with the Department of Public Utilities

Dear [REDACTED]

Thank you for the opportunity to respond to your complaint regarding the billing adjustment on your gas account.

Your gas meter is read each month through a transponder; a small radio transmitter that sends meter reads to a radio-equipped vehicle. During an inspection of your gas meter and transponder on 2/22/08, it was discovered that the meter index read 0238 and the transponder read was 6682. The transponder was only recording half of the usage each month; however, the meter index was recording accurately.

The following is a summary of gas used in decatherms prior to the adjustments:

1999 197.5

2000 173.0

2001 183.6

2002 208.7

2003 172.7

2004 133.6

2005 79.24

2006 ☐ 86.14  
2007 ☐ 92.75

Note the marked decrease in gas use between the years of 2004 and 2005. The transponder was installed sometime between April and May of 2004.

The Public Service Commission Rules allow us to correct your billing for 24 months. We corrected the bills from 2/15/06 through 2/21/08. We are giving you the same amount of time to pay for the billing adjustment without assessing late payment charges.

Please find enclosed the historical use referred to above along with a copy of the Public Service Commission Rules pertaining to a "backbill". A graph of gas use is also supplied for your review.

I hope this information is helpful. If you have further questions or concerns, please contact me directly at (801) 324-3121.

Sincerely,

Marty  
Consumer Affairs

Cc: ☐ Dept of Public Utilities  
☐ File

**Additional Information:**

